

City of New Orleans Pay By Phone Information

How Does It Work?

The City of New Orleans Pay by Phone Parking Service offers a safe, convenient and easy payment option while parking in the city. Once registered for the service, simply follow these three easy steps to pay for parking:

1. Call 1-877-505-PARK (7275)
2. Enter Location # (posted on parking meters and nearby signs)
3. Enter Number of Minutes

No longer will you have to hunt for the right change or run back to your car to top off the time left on your parking meter. You will receive a text message reminder before your time expires. You have the option of calling back and extending your parking session from anywhere.

How Do I Register?

First time users simply need to set up a free account. To do this, call the Verrus Mobile Technologies, Inc. parking line at 1-877-505-PARK (7275) or go online by clicking [here](#). To set up an account you will need:

- Your mobile phone number
- Your Credit card (VISA, MasterCard and American Express accepted)



- Your vehicle(s)' license plate number(s)

Once registered, your details will automatically be recognized when you call to pay for parking. All you will need to do is enter the location number posted on the parking meter or nearby signs and the amount of time you wish to park.

What are the benefits?

- No need for cash or credit cards at the meter
- Text message reminders when parking time is almost up
- Extend parking time remotely from any phone to avoid tickets
- Save money by only paying for the exact time you park
- Pay for parking from the comfort and safety of your vehicle
- View and print parking receipts online

How do I add an additional vehicle to my account?

Click [here](#) and log into your account. You may add up to nine vehicles.

OR

Call the parking line at 1-877-505-PARK (7275) and follow the instructions.

How does the parking officer know I've paid by phone?

When you pay for your parking by phone, your license plate number and parking time are automatically displayed on a handheld device used by the parking officer.

Does Pay By Phone Parking cost extra?

Normal parking charges of \$1.25 per hour, plus a 35-cent service charge including the text message reminder fee, will be charged to your credit card.

Is it safe to do a credit card transaction on a mobile phone?

Yes. Your credit card number is encrypted when you sign up and is never entered, displayed, or spoken during a transaction.

When will I see the transactions on my credit card statement?

Each time you pay for your parking by cell phone, the payment is processed in real-time. The amount of time that elapses before it shows up on your statement will vary depending on your credit card company.

What happens if I get a parking violation?

Simply call the parking line at 1-877-505-PARK (7275) and press * (star) to provide our representative with your violation number and license plate number. Our representative will verify that you are a registered user and that you were logged in at the time of violation.

Do I get a receipt?

You can view all your transactions by logging into your account at <http://www.paybyphone.com/>. All parking charges can be printed off in the form of a receipt, if required.

Where can I park and use pay by phone?

Streets current using the Pay by Phone service:

- Magazine Street (St. Mary Street to Joseph Street)
- Dublin Street (Maple Street to Leake Avenue)
- S. Carrollton Avenue (St. Charles Avenue to Maple Street)
- S. Carrollton Avenue (Zimpel Street to Oak Street)
- Maple Street (S. Carrollton Avenue to Dublin Avenue)
- Hampson Street (Dublin Avenue to S. Carrollton Avenue)

The City of New Orleans anticipates a full rollout of the Pay by Phone Parking Service by the end of 2009.